#### AGENCY PLAN: STATEMENT OF PURPOSE, GOALS AND BUDGET SUMMARY

#### **STATEMENT OF PURPOSE:**

The mission of the Human Resources Department is to provide services and implement programs that attract, hire retain and support a qualified and talented workforce committed to providing timely, high quality services to City of Detroit employees and its citizens, in an environment that contribute to the City objectives.

#### **AGENCY GOALS:**

- 1. Identify develop and support Human Resources technological needs to enhance process efficiencies, effectiveness and Human Resources staff productivity.
- 2. Provide educational opportunities whereby the objective is to create a common language, shared attitudes and relationships that cut across the organization and community.
- 3. Provide consistent application of Human Resources policies, practices and procedures.
- 4. Improve internal business practices to save time, money and resources.
- 5. Create responsible and caring partnerships with our customers.
- 6. Recruit a talented workforce in a timely fashion.
- 7. Develop and support cutting-edge human resources technology, systems, and databases for improved efficiency and process management.
- 8. Partner with business groups to recruit prospective employees.
- 9. Ensure that staffing requirements of City Departments are met in a timely manner.

#### GENCY FINANCIAL SUMMARY:

2007-08 Requested		2006-07 <u>Budget</u>	2007-08 Recommended	Increase (Decrease)
\$ 23,858,166	City Appropriations	\$ 21,396,446	\$ 22,569,697	\$ 1,173,251
\$ 23,858,166	Total Appropriations	\$ 21,396,446	\$ 22,569,697	\$ 1,173,251
\$ 11,082,374	City Revenues	\$ 11,151,042	\$ 10,854,903	\$ (296,139)
\$ 11,082,374	Total Revenues	\$ 11,151,042	\$ 10,854,903	\$ (296,139)
\$ 12,775,792	NET TAX COST:	\$ 10,245,404	\$ 11,714,794	\$ 1,469,390

#### **AGENCY EMPLOYEE STATISTICS:**

2007-08		2006-07	04-01-07	2007-08	Increase
Requested		<u>Budget</u>	<u>Actual</u>	Recommended	(Decrease)
<u>268</u>	City Positions	<u>261</u>	<u>227</u>	<u>268</u>	<u>7</u>
268	<b>Total Positions</b>	261	227	268	7

#### **ACTIVITIES IN THIS AGENCY:**

	2006-07	2007-08	Increase
	<b>Budget</b>	Recommended	(Decrease)
Administrative Services \$	2,026,921	\$ 3,682,533	\$ 1,655,612
Employment Services Group	1,511,556	1,368,306	(143,250)
Organization/Employee Development	6,822,491	5,870,947	(951,544)
Labor Relations	2,409,338	3,230,702	821,364
Employee Services	8,427,232	8,171,108	(256,124)
Hearings and Policy Development	198,909	246,101	47,192
Total Appropriations \$	21,396,446	\$ 22,569,697	\$ 1,173,251

#### ADMINISTRATIVE SERVICES ACTIVITY INFORMATION

#### **ACTIVITY DESCRIPTION: ADMINISTRATIVE SERVICES**

Through integrity and quality, Administrative Services is responsible for the central support of all internal and external customers to include: development, implementation and monitoring of the Human Resources Department's budget, approving, processing and monitoring of expenses, maintenance of employees' personnel record and the audit of human resources processes. Administrative Services is also responsible for coordinating special projects including charitable campaigns, blood drives, March of Dimes, and other projects that benefit the welfare of our community.

Administrative Services oversees the **Employee Assistance Program (EAP)** whose primary responsibility is to afford employees the opportunity to obtain assistance in resolving personal problems that have or may eventually have a negative effect on their work performance.

Administrative Services will continue its vision of excellent customer service via accepting the responsibility of becoming more responsive and supportive to the needs of our customers, utilizing "Cooperation", "Collaboration" and "Communication" as stakeholders to measure our success.

#### **GOALS:**

- 1. Identify Administrative Services technological needs to enhance process efficiencies, effectiveness and Human Resources staff productivity.
- 2. Provide leadership to the City, working as a strategic business partner with Directors/Deputies and employees to help achieve the City's mission, goals and objectives.
- 3. Standardize the Service Improvement Process expectations, within the Human Resources Department, that highlights individual work performance, Customer Service, Financial Results and Productivity.
- 4. Enhance policies and procedures that facilitate process improvement, avoiding duplication of work efforts.

#### MAJOR INITIATIVES FOR FY 2006-07:

- Establish a project team to analyze current processes, seeking opportunities to re-engineer our basic processes/systems to become more efficient, automated and progressive.
- Develop a strategic plan that will identify long and short term goals that enhances the Human Resources Department vision of becoming state of the art through re-engineering, technology and process improvement.
- Respond to the changing needs of the Human Resources Department by becoming a "Change Agent" for process improvement with a focus on technology.
- Human Resources will standardize the expectations of the Service Improvement Process in the department that will focus on individual work performance, customer service, financial results and productivity.

#### PLANNING FOR THE FUTURE FOR FY 2007-08, FY 2008-09 and BEYOND:

Past reductions and realignment of City services will result in Human Resources working more closely with Directors and Deputy Directors as strategic business partners to help achieve the City's mission, goals and objectives. To that end, Human Resources will establish a project team to analyze current processes and seek opportunities to re-engineer basic processes/systems that will allow Human Resources to become more efficient, automated and progressive.

#### ADMINISTRATIVE SERVICES MEASURES AND TARGETS

Type of Performance Measure: List of Measures	2004-05 Actual	2005-06 Actual	2006-07 Projection	2007-08 Target
Outputs: Units of Activity or Service Demands Made				
Process completion percentage of all HR transactions				
within the established timelines	N/A	90%	95%	100%
Lunch & Learn employee workshops	200	250	125	200
Employees completing EAP supervisor's workshop	12	14	8	10
Efficiency: Program Costs Related to Units Activity				
Improve accuracy and timeliness of billing process.				
(Apprentice program, DWSD and DDOT)	N/A	N/A	N/A	95%
Activity Costs	\$2,575,828	\$2,304,415	\$2,026,921	\$3,682,533

### **CITY OF DETROIT**

# **Human Resources Department**

# Financial Detail by Appropriation and Organization

Administration	_	2006-07 Redbook		2007-08 Dept Final Request		2007-08 Mayor's Budget Rec	
Administration	FTE	AMOUNT	FTE	AMOUNT	FTE	AMOUNT	
APPROPRIATION ORGANIZATION		_					
00105 - Administration							
280110 - Administration	9	\$1,617,870	12	\$2,683,686	12	\$2,438,706	
280153 - Records	4	\$251,833	5	\$313,171	5	\$306,416	
280154 - Employee Assistance Center	0	\$157,218	0	\$158,000	0	\$158,000	
280311 - Employee Development	0	\$0	6	\$831,753	6	\$779,411	
APPROPRIATION TOTAL	13	\$2,026,921	23	\$3,986,610	23	\$3,682,533	
ACTIVITY TOTAL	13	\$2,026,921	23	\$3,986,610	23	\$3,682,533	

# CITY OF DETROIT Budget Development for FY 2007-2008 Appropriations - Summary Objects

	2006-07 Redbook	2007-08 Dept Final	2007-08 Mayor's	
		Request	Budget Rec	
AC0528 - Administrative Services				
A28000 - Human Resources Department				
SALWAGESL - Salary & Wages	718,299	1,407,254	1,344,835	
EMPBENESL - Employee Benefi	532,785	1,010,680	894,488	
PROFSVCSL - Professional/Cont	218,466	265,173	265,173	
OPERSUPSL - Operating Supplie	34,864	54,865	54,865	
OPERSVCSL - Operating Service	492,807	960,846	986,901	
CAPEQUPSL - Capital Equipmen	3,900	193,592	52,071	
CAPOUTLSL - Capital Outlays/Ma	20,000	20,000	10,000	
OTHEXPSSL - Other Expenses	5,800	74,200	74,200	
A28000 - Human Resources Departme	2,026,921	3,986,610	3,682,533	
AC0528 - Administrative Services	2,026,921	3,986,610	3,682,533	
Grand Total	2,026,921	3,986,610	3,682,533	

#### **EMPLOYMENT SERVICES GROUP ACTIVITY INFORMATION**

#### ACTIVITY DESCRIPTION: EMPLOYMENT SERVICES GROUP

The **Employment Services Group** performs four major functions: Recruitment and Selection; Test Development; Employment Certification, and Classification and Compensation.

**Recruitment and Selection:** The aim of the Human Resources Department's recruiting program is to fill the needs of the City Departments with the best-qualified applicants available. This is accomplished by holding public, open competitive examinations, yielding eligible lists of the most successful candidates for employment. Community outreach, student programs and specialized recruitment activities are also an integral part of Human resources recruitment and selection program.

**Test Development:** The Human Resources Department established the Test Development Unit with the responsibility of reviewing tests for appropriateness, relevancy, test creation and revision, conducting statistical analysis of test results to determine job-relatedness and validity.

**Employment Certification** This unit is responsible for the maintenance and implementation of eligible lists for new hires, and other preferred eligible lists for re-employment. Vacancies are filled utilizing these lists pursuant to workforce planning documents of City Departments. Verification of documentation required for employment eligibility in accordance with U. S. Citizenship and Immigration Services (a/k/a INS) regulations is another service provided by this unit. The Certification unit also coordinates post-offer candidate physical examinations, return to work physicals, and responds to unemployment benefit claims through MUA (Michigan Unemployment Agency).

Classification/Compensation Under the authority of the Human Resources Director, this unit prepares, maintains, and revises the classification plan to ensure that all positions sufficiently similar in duties and responsibilities are treated the same with respect to pay, qualifications and recruitment. The unit accomplishes this by conducting analysis and evaluating of individual jobs, classifications and job families and assuring coherent relationships, proper occupational grouping and compensation levels. In addition, the Unit consults, advises and furnishes information to Department administrators, managers, executives and officials on the classification plan, organization structure and salary administration. The Unit also investigates compensation alternatives, as well as reconciles, recommends and establishes non-union wage and salary rates.

#### **GOALS**:

#### **Employment Services Group:**

- 1. Identify HR technological needs to enhance process efficiencies, effectiveness and Human Resources staff productivity.
- 2. Improve processes to ensure that staffing requirements of City departments are met.
- 3. Establish and maintain eligible lists to fill vacant positions as required by the Workforce Planning document by due date.
- 4. Bridge Employment Services and Employee Services Divisions new hire processes to ensure certification and start date are synonymous.
- 5. Provide work-restructuring consultation to departments/agencies engaged in reorganization and implement the changes via classification development and position approvals.
- 6. Continue to review and revise City's current specifications.
- 7. Continue to reduce the City's unemployment costs by auditing, processing claims timely and ensuring that the City receives appropriate restitution.

#### MAJOR INITIATIVES FOR FY 2006-07:

- Update and facilitate a new hire orientation program in partnership with the Human Resources Employee Development Division.
- Sponsor a City Wide Job Fair.

#### EMPLOYMENT SERVICES GROUP MEASURES AND TARGETS

Type of Performance Measure:	2004-05	2005-06	2006-07	2007-08
List of Measures	Actual	Actual	Projection	Target
Inputs: Resources Allocated or Service Demands				
Made				
Requisitioned positions	N/A	1,111	300	800
Outputs: Units of Activity directed toward Goals				
Positions filled (requisitions)	N/A	300	300	300
Open competitive examinations administered				
(written/demo/oral appraisal)	9,000	900	900	2,000
Physical examinations and drug screens administered	1,338	1,000	1,000	1,000
Unemployment Claims	N/A	1,900	1,200	800
Protest filed against MUA decisions	N/A	250	250	250
Unemployment audits - transactions processed	N/A	7,500	8,000	3,500
Classification & Compensation				
Survey requests	165	200	200	100
Allocations	150	50	40	50
Reallocations	85	50	40	100
Specifications Written & Revised	125	300	400	300
Activity Costs:	\$2,634,306	\$1,422,927	\$1,511,556	\$1,368,306

### **CITY OF DETROIT**

# **Human Resources Department**

# Financial Detail by Appropriation and Organization

Employment Services	_	2006-07 Redbook		2007-08 Dept Final Request		2007-08 Mayor's Budget Rec	
Personnel Selection	FTE	AMOUNT	FTE	AMOUNT	FTE	AMOUNT	
APPROPRIATION ORGANIZATION		_		_			
00106 - Personnel Selection							
280400 - Employment Services	16	\$1,499,556	14	\$1,377,273	14	\$1,329,506	
280440 - Co-op Votech	0	\$6,000	0	\$0	0	\$0	
280450 - Student Programs-Interns	0	\$6,000	0	\$38,800	0	\$38,800	
APPROPRIATION TOTAL	16	\$1,511,556	14	\$1,416,073	14	\$1,368,306	
ACTIVITY TOTAL	16	\$1,511,556	14	\$1,416,073	14	\$1,368,306	

# CITY OF DETROIT Budget Development for FY 2007-2008 Appropriations - Summary Objects

	2006-07 Redbook	2007-08 Dept Final Request	2007-08 Mayor's Budget Rec	
AC1028 - Employment Services Group				
A28000 - Human Resources Department				
SALWAGESL - Salary & Wages	833,520	748,785	751,829	
EMPBENESL - Employee Benefi	616,136	534,988	504,177	
PROFSVCSL - Professional/Cont	46,000	98,800	88,800	
OPERSUPSL - Operating Supplie	500	500	500	
OPERSVCSL - Operating Service	13,900	31,500	21,500	
OTHEXPSSL - Other Expenses	1,500	1,500	1,500	
A28000 - Human Resources Departme	1,511,556	1,416,073	1,368,306	
AC1028 - Employment Services Group	1,511,556	1,416,073	1,368,306	
Grand Total	1,511,556	1,416,073	1,368,306	

#### EMPLOYEE DEVELOPMENT ACTIVITY INFORMATION

#### ACTIVITY DESCRIPTION: EMPLOYEE DEVELOPMENT / APPRENTICE PROGRAM

The Employee Development Services Division primary objective is to develop and deliver a training program that creates a highly trained workforce, contributing to the employees' ability to provide quality customer service, enhanced performance and improved efficiency. This division administers the tuition assistance program (direct billing) and the apprenticeship training program.

#### GOALS:

- 1. Identify HR technological needs to enhance process efficiencies, effectiveness and Human Resources staff productivity.
- 2. Develop customer driven programs in collaboration with City departments to assess training requirements and develop training programs that address specific needs and performance improvement.
- 3. Administer the apprenticeship training program to ensure that the curriculum meets the changing needs for the appropriate journeyman classification.
- 4. Monitor the apprenticeship program projected graduation dates to ensure that they meet the future skilled trades staffing requirements.

#### MAJOR INITIATIVES FOR FY 2006-07:

- In partnership with the Employment Services Division, update and facilitate the revised New Employee Orientation program to include the requirements of the DHRMS system.
- Increase the number of local higher learning institutions participating in the City of Detroit's direct billing tuition assistance program.
- Research available grants to provide for new training opportunities.
- Development of a pre-apprenticeship program in partnership with Human Rights and Workforce Development.
- Development of a tri-county training consortium.

#### PLANNING FOR THE FUTURE FOR FY 2007-08, FY 2008-09 and BEYOND:

- Develop new technology and blended learning.
- Establishment of inter-departmental Training Team to ensure that the departmental training needs are met.

#### EMPLOYEE DEVELOPMENT MEASURES AND TARGETS

Type of Performance Measure:	2004-05	2005-06	2006-07	2007-08
List of Measures	Actual	Actual	Projection	Target
Outputs: Units of Activity directed toward Goals				
Employees completing workshops	4,938	7,500	4,500	4,000
New programs developed for employees	4	6	15	4
Direct billing applications processed	2,000	2,300	1,800	1,000
Tuition assistance/direct billing contacts	6,000	6,500	6,000	6,000
Increase the number of Direct Billing Institutions	7	6	6	8
Ongoing apprenticeship trades programs	17	19	19	19
Active apprentices	72	106	80	80
New apprentice trades created	2	3	2	0
New apprentices starting in program	5	10	34	20
Apprentice progress evaluations completed	70	100	80	80
Apprentices completing training	12	25	13	20
Consultation services to departments and employees	N/A	750	500	600
Consultation Support provided	7	7	8	12
Activity Costs	\$8,052,788	\$6,742,438	\$6,822,491	\$5,870,947

### **CITY OF DETROIT**

# **Human Resources Department**

# Financial Detail by Appropriation and Organization

Employee Development		:006-07 edbook	2007-08 Dept Final Request		2007-08 Mayor's Budget Rec	
Supportive Services	FTE	AMOUNT	FTE	AMOUNT	FTE	<b>AMOUNT</b>
APPROPRIATION ORGANIZATION		_		_		
00107 - Supportive Services						
280310 - Employee Development	5	\$752,282	0	\$0	0	\$0
APPROPRIATION TOTAL	5	\$752,282	0	\$0	0	\$0
10549 - Apprentice Training Program						
280331 - Apprentice Training Program	80	\$5,978,481	80	\$5,959,912	80	\$5,786,653
280335 - Apprentice Administration	1	\$91,728	1	\$89,958	1	\$84,294
APPROPRIATION TOTAL	81	\$6,070,209	81	\$6,049,870	81	\$5,870,947
ACTIVITY TOTAL	86	\$6,822,491	81	\$6,049,870	81	\$5,870,947

# CITY OF DETROIT Budget Development for FY 2007-2008 Appropriations - Summary Objects

	2006-07 Redbook	2007-08 Dept Final Request	2007-08 Mayor's Budget Rec	
AC1528 - Organization				
A28000 - Human Resources Department				
SALWAGESL - Salary & Wages	3,788,738	3,497,840	3,495,550	
EMPBENESL - Employee Benefi	2,699,099	2,470,068	2,293,435	
OPERSUPSL - Operating Supplie	18,500	0	0	
OPERSVCSL - Operating Service	206,000	0	0	
OTHEXPSSL - Other Expenses	110,154	81,962	81,962	
A28000 - Human Resources Departme	6,822,491	6,049,870	5,870,947	
AC1528 - Organization	6,822,491	6,049,870	5,870,947	
Grand Total	6,822,491	6,049,870	5,870,947	

#### LABOR RELATIONS ACTIVITY INFORMATION

#### **ACTIVITY DESCRIPTION: LABOR RELATIONS**

The **Labor Relations Division** is primarily responsible for the negotiation and administration of all collective bargaining agreements in accordance with the City Charter and state law. The division provides technical and professional support to all City departments and agencies in order to assure consistent and equitable contract terms and their uniform application and interpretation throughout all agencies of the City. This division is charged with preventing or lessening any labor management disputes and differences, which may arise. This division performs its role primarily though the practice of skilled negotiation, cooperation, consultation and other dispute resolution techniques.

The **Benefits Administration Office** is responsible for administering medical, dental, and optical, as well as life and supplemental insurance benefits for active employees and retirees. This office is also focused on "wellness," prevention activities, employee communications and health education.

#### **GOALS**:

- 1. Negotiate and administer mutually beneficial collective bargaining agreements.
- 2. Promote stable and harmonious labor relations and foster joint labor-management cooperation.
- 3. Provide skilled technical and professional support to all management personnel in all city departments and agencies.
- 4. Prevent various labor-management disputes, differences, or issues from becoming formalized wasteful problems.
- 5. Promptly resolve any grievances or complaints that eventually may be formally filed in labor contract grievance procedures or in any other third-party dispute resolution forums.
- 6. Provide quality and cost-effective administration of health and insurance programs for active employees and retirees
- 7. Continue to incorporate cost-saving strategies into collective bargaining agreements to pare down escalating health care costs.

#### MAJOR INITIATIVES FOR FY 2006-07:

- In the current fiscal year, an Audit Unit in Benefits Administration is being established and staffed to generate more savings by formally instituting internal cost control mechanisms in order to effectively conduct benefit participant eligibility audits. The 2005 audit for Family Continuation and Sponsored Dependent verification resulted in the termination of 1,800 ineligible dependents.
- In the current fiscal year, ongoing operational process improvements have been implemented to ensure that the City's participation in Medicare Part D—Prescription Drug Benefit Program meets federal requirements in an effective and timely manner. This program became effective January 1, 2006, and is a ten million-dollar project. The City receives a tax-free federal subsidy for retaining its retiree prescription coverage for participants eligible to enroll in a Medicare prescription drug plan.
- In the upcoming fiscal year, an Advocacy Unit will be established and staffed to investigate and present arbitration, umpire, panel, mediation and MERC cases. This Unit is necessary in order to reduce the backlog of grievances and disputes (over 1,200 cases) in which cases can be heard in an accelerated and efficient manner.
- In the upcoming fiscal year, negotiations for new collective bargaining agreements will begin with our nearly 50 labor organizations. City departments will be canvassed to help develop proposals designed to improve operational efficiencies.

#### PLANNING FOR THE FUTURE FOR FY 2007-08, FY 2008-09 and BEYOND:

In the next 3-5 years, Labor Relations Division/Benefits Administration Office will endeavor to become a state of art operation with equipment to support and facilitate the high quality of labor relations activities and benefits services provided and required. This will further streamline the labor-intensive paperwork necessary to negotiate contracts, process grievances and implement benefits. Incremental progress can be achieved with the present budget requests. Customer service will be improved in responding to the high volume of calls from retirees and employees regarding benefits. Also, there will be more value-added time for strategic planning which is essential for successful negotiations. Such steps are critical to continue labor-management cooperation and the City's financial solvency.

.

### LABOR RELATIONS MEASURES AND TARGETS

Type of Performance Measure:	2004-05	2005-06	2006-07	2007-08
List of Measures	Actual	Actual	Projection	Target
Inputs: Resources Allocated or Service Demands Made				
New grievance appeals to Step 4	700	800	750	750
New grievance appeals to Step 5	400	575	450	450
<b>Outputs: Units of Activity directed towards Goals</b>				
2001-2005 Master Agreements				
Negotiations in process	0	2	0	0
Approved by City Council	0	8	2	0
Filed in compulsory arbitration (Act 312) – not completed	0	3	0	0
Filed in compulsory arbitration (Act 312) – award issued	0	1	3	0
Master Agreements for periods on or after 7/1/2005				
Negotiations in process	10	14	0	25
Tentative agreements reached/pending approval	10	0	0	10
Approved by Council	25	31	14	10
Filed in compulsory arbitration (Act 312) – not completed	0	8	5	0
Filed in compulsory arbitration (Act 312) – award issued	5	0	3	5
2001-2005 Supplemental Agreements				
Approved by City Council	0	1	0	0
Supplemental Agreements for periods on or after 7/1/2005				
Negotiations in process	10	43	23	10
Tentative agreements reached and/or concluded	13	10	20	13
Approved by City Council	30	0	10	20
Grievance Appeals				
Step 4 grievance appeals answered	750	600	750	750
Total Step 4 grievance appeals in process at end of period	100	200	150	150
Arbitration grievance appeals resolved	600	600	600	600
Total Arbitration grievance appeals in process at end of period	350	400	400	400
Total Mediation Cases on Grievance Backlog	0	120	1,200	400
Other Activities			,	
Special conferences with labor organizations held at department				
level	20	25	30	25
Special conferences with labor organizations at Labor Relations				
level	30	35	40	35
Contract implementation meetings with City managers	4	5	10	5
Labor Relations Bulletins and other information materials	12	12	12	12
Briefings/training sessions on labor relation issues	4	4	4	4
Outcomes: Results or Impacts of Program Activities				
Unfair Labor Practice charges filed at MERC	18	53	25	25
Union representation petitions filed at MERC	4	9	5	5
Efficiency: Program Costs related to Units of Activity	'			
New labor agreements to user departments within thirty (30) days				
of City Council approval	25	31	14	10
Percent of medical, dental, vision, FMLA and COBRA	23	31	1-7	10
transactions processed within 30 days of receipt	90%	90%	90%	90%
Activity Costs:	\$2,613,004	\$2,049,412	\$2,409,338	\$3,230,702

### **CITY OF DETROIT**

# **Human Resources Department**

# Financial Detail by Appropriation and Organization

<b>Economic Union Contract Provisions</b>	2006-07 Redbook		2007-08 Dept Final Request		2007-08 Mayor's Budget Rec	
Labor Relations	FTE	AMOUNT	FTE AMOUNT		FTE	AMOUNT
APPROPRIATION ORGANIZATION		_		_		
00108 - Labor Relations						
280510 - Economic Union Contract Provisions	4	\$415,935	4	\$376,693	4	\$417,188
280520 - Benefits Administration	9	\$669,748	13	\$1,180,077	14	\$1,058,251
280530 - LR Administration	4	\$824,096	4	\$1,503,321	4	\$1,298,057
280540 - Non Economic Union Contract Provis	4	\$499,559	4	\$494,520	4	\$457,206
APPROPRIATION TOTAL	21	\$2,409,338	25	\$3,554,611	26	\$3,230,702
ACTIVITY TOTAL	21	\$2,409,338	25	\$3,554,611	26	\$3,230,702

# CITY OF DETROIT Budget Development for FY 2007-2008 Appropriations - Summary Objects

	2006-07 Redbook	2007-08 Dept Final	2007-08 Mayor's	
	Reabook	Request	Budget Rec	
AC2028 - Labor Relations				
A28000 - Human Resources Department				
SALWAGESL - Salary & Wages	1,168,213	1,381,364	1,334,079	
EMPBENESL - Employee Benefi	861,477	983,034	885,900	
PROFSVCSL - Professional/Cont	150,000	700,000	620,000	
OPERSUPSL - Operating Supplic	19,672	24,082	24,082	
OPERSVCSL - Operating Service	182,619	408,838	343,031	
CAPEQUPSL - Capital Equipmen	0	13,436	13,436	
CAPOUTLSL - Capital Outlays/Ma	0	8,500	0	
OTHEXPSSL - Other Expenses	0	8,000	8,000	
FIXEDCHGSL - Fixed Charges	27,357	27,357	2,174	
A28000 - Human Resources Departme	2,409,338	3,554,611	3,230,702	
AC2028 - Labor Relations	2,409,338	3,554,611	3,230,702	
Grand Total	2,409,338	3,554,611	3,230,702	

#### **EMPLOYEE SERVICES ACTIVITY INFORMATION**

#### ACTIVITY DESCRIPTION: EMPLOYEE SERVICES

The Employee Services Division supports the management staff of all City departments by providing consultant and payroll services. Its goal is to provide quality customer service related to consulting services, payroll, employee transactions, transfers, status changes, labor/employee relations and training.

The Division strategically partners with Department executives and managers in all Human Resources related matters, including, but not limited to:

- Employee development and performance planning.
- Ensuring compliance with labor agreements, Human Resources rules and regulatory mandates such as: Family Medical Leave Act, Americans with Disabilities Act and other legal requirements.
- Investigation and resolution of grievances and complaints (i.e., harassment, workplace violence and Equal Opportunity Commission).

#### GOALS:

- 1. Collaborate with Labor Relations, Budget and Finance Departments to ensure that employee transfers, promotions and other transactions (status changes and leaves of absence etc.) are completed in a timely manner.
- 2. Continuously improve processes to ensure that staffing requirements of departments are met.
- 3. Provide consistent application of Human Resources policies, practices and procedures.
  - Analyze and determine the cause for employee grievances and complaints and work towards reducing these numbers by partnering with operating management and Labor Relations.
  - Revise current payroll processes and procedures to create a seamless transition with the new DHRMS Payroll System.

#### EMPLOYEE SERVICES MEASURES AND TARGETS

Type of Performance Measure: List of Measures	2004-05 Actual	2005-06 Actual	2006-07 Projection	2007-08 Target
Outputs: Units of Activity directed toward Goals				
Number of new HR or Payroll procedures developed to assist				
the City's overall efficiencies and exposure to liability	N/A	3	5	6
Number of Employee transactions processed (status changes,				
transfers, shift and location)	N/A	N/A	N/A	1,800
Efficiency: Program Costs related to Units of Activity				
Percentage of vacancies filled in accordance with workforce				
planning document	100%	N/A	100%	100%
Percentage of employees completing updated new hire				
orientation	98%	100%	100%	100%
Activity Costs	\$9,415,450	\$7,675,968	\$8,427,232	\$8,171,108

## **CITY OF DETROIT**

# **Human Resources Department**

# Financial Detail by Appropriation and Organization

2006-07 Redbook mployee Services - Administration			2007-08 Dept Final Request		2007-08 Mayor's Budget Rec	
Employee Services	FTE	AMOUNT	FTE	AMOUNT	FTE	AMOUNT
APPROPRIATION ORGANIZATION		_		_		
00833 - Employee Services						
280010 - Employee Services - Administration	4	\$559,597	2	\$230,619	2	\$224,206
280011 - Employee Services - Water	22	\$1,632,695	21	\$1,513,419	21	\$1,556,410
280020 - Employee Payroll	54	\$2,943,577	54	\$3,272,966	53	\$2,967,036
280021 - Emp. Srvcs. Cust./Comm Svcs	7	\$641,667	7	\$618,414	7	\$603,262
280022 - Emp Svcs Municipal Srvcs	8	\$661,183	12	\$976,818	12	\$946,213
280023 - Emp Svcs - Administrative Svcs	7	\$617,553	4	\$359,392	4	\$347,244
280610 - Employee Services - Sewerage	6	\$383,942	7	\$465,540	7	\$457,794
280690 - Employee Services - Department of T	15	\$987,018	15	\$1,119,346	15	\$1,068,943
APPROPRIATION TOTAL	123	\$8,427,232	122	\$8,556,514	121	\$8,171,108
ACTIVITY TOTAL	123	\$8,427,232	122	\$8,556,514	121	\$8,171,108

# CITY OF DETROIT Budget Development for FY 2007-2008 Appropriations - Summary Objects

	2006-07 Redbook	2007-08 Dept Final Request	2007-08 Mayor's Budget Rec	
AC2528 - Employee Services		request	Budget Neo	
A28000 - Human Resources Department				
SALWAGESL - Salary & Wages	4,731,455	4,997,140	4,888,211	
EMPBENESL - Employee Benefi	3,496,855	3,544,374	3,267,897	
OPERSUPSL - Operating Supplic	8,500	0	0	
OPERSVCSL - Operating Service	187,422	12,000	12,000	
CAPEQUPSL - Capital Equipmen	1,000	1,000	1,000	
OTHEXPSSL - Other Expenses	2,000	2,000	2,000	
A28000 - Human Resources Departme	8,427,232	8,556,514	8,171,108	
AC2528 - Employee Services	8,427,232	8,556,514	8,171,108	
Grand Total	8,427,232	8,556,514	8,171,108	

#### HEARINGS AND POLICY DEVELOPMENT ACTIVITY INFORMATION

#### ACTIVITY DESCRIPTION: HEARINGS AND POLICY DEVELOPMENT

The Hearings and Policy Development Division administers the Charter grievance procedure established by the Civil Service Commission for non-union employees; schedules and serves on classification appeal hearing panels; investigates and responds to complaints against actions by the Human Resources Department or city policies; and responds to complaints filed with civil rights agencies and the City Ombudsperson.

The Hearings and Policy Development unit is responsible for functions pertaining to the study and development of proposed policy statements on human resources matters. The unit drafts and/or reviews drafts of policy statements for concurrence with current policy and distributes policy statements issued by the Mayor, Civil Service Commission and Human Resources Director to city department. The division is also responsible for providing information and advice to Human Resources staff and operating department managers on human resources policies and practices. Maintaining copies of current Human Resources procedures and policies is a practice of this division.

#### **GOALS**:

Provide consistent application of Human Resources policies, practices and procedures.

- 1. Administer the Charter grievance procedure, established by the Civil Service Commission for non-union employees in a timely and equitable manner.
- 2. Ensure that human resource policies are consistently applied and implemented in City service, and that they are in compliance with applicable law and legal decisions.
- 3. Review and revise non-union grievance procedures.
- 4. Recommend changes in personnel policies and practices to the Civil Service Commission.
- 5. Improve reporting efficiency in response to Freedom of Information Act (FOIA), Equal Employment Opportunity Commission, Mich. Dept. of Civil Rights Complaints and subpoenas.

#### HEARINGS AND POLICY DEVELOPMENT MEASURES AND TARGETS

Type of Performance Measure:	2004-05	2005-06	2006-07	2007-08
List of Measures	Actual	Actual	Projection	Target
Inputs: Resources Allocated or Service Demands Made				
Non-union grievances submitted at third step	50	50	40	30
Non-union grievances appealed to fourth step	15	15	10	8
Civil rights complaints	90	60	50	50
Outputs: Units of Activity directed toward Goals				
CDL Drivers and Supervisors receiving drug education				
and awareness training	98%	100%	100%	100%
Employee file reviews	150	150	200	100
Outcomes: Results or Impacts of Program Activities				
Non-union grievances finalized	50	50	40	30
Activity Costs	\$347,890	\$169,634	\$198,909	\$246,101

### **CITY OF DETROIT**

# **Human Resources Department**

# Financial Detail by Appropriation and Organization

Civil Service Commission	2006-07 Redbook		2007-08 Dept Final Request		2007-08 Mayor's Budget Rec	
Hearings and Policy Development	FTE	AMOUNT	FTE	AMOUNT	FTE	AMOUNT
APPROPRIATION ORGANIZATION		_		_	-	
00854 - Hearings and Policy Development						
280120 - Civil Service Commission	0	\$1,000	0	\$1,000	0	\$1,000
280551 - Non Union Hearings	2	\$197,909	3	\$293,488	3	\$245,101
APPROPRIATION TOTAL	2	\$198,909	3	\$294,488	3	\$246,101
ACTIVITY TOTAL	2	\$198,909	3	\$294,488	3	\$246,101

# CITY OF DETROIT Budget Development for FY 2007-2008 Appropriations - Summary Objects

	2006-07 Redbook	2007-08 Dept Final Request	2007-08 Mayor's Budget Rec	
AC3028 - Hearing & Policy Development				
A28000 - Human Resources Department				
SALWAGESL - Salary & Wages	90,760	150,061	126,193	
EMPBENESL - Employee Benefi	67,209	107,327	82,808	
PROFSVCSL - Professional/Cont	30,000	30,000	30,000	
OPERSVCSL - Operating Service	10,940	7,100	7,100	
A28000 - Human Resources Departme	198,909	294,488	246,101	
AC3028 - Hearing & Policy Development	198,909	294,488	246,101	
Grand Total	198,909	294,488	246,101	

CITY OF DETROIT

Budget Development for FY 2007-2008

Appropriation Summary - Revenues

	2005-06 Actuals	2006-07 Redbook	2007-08 Dept Final Request	2007-08 Mayor's Budget Rec	Variance
A28000 - Human Resources Department 00105 - Administration					
474100 - Miscellaneous Receipts	193	0	0	0	0
00105 - Administration	193	0	0	0	0
00106 - Personnel Selection					
447605 - Other Reimbursements-	(284)	0	0	0	0
00106 - Personnel Selection	(284)	0	0	0	0
00107 - Supportive Services					
447605 - Other Reimbursements-	211,219	176,000	0	0	(176,000)
449155 - Personal Services-Deptl	38,300	0	0	0	0
00107 - Supportive Services	249,519	176,000	0	0	(176,000)
10549 - Apprentice Training Program					
449155 - Personal Services-Deptl	5,372,249	5,978,481	5,959,912	5,870,947	(107,534)
10549 - Apprentice Training Program	5,372,249	<i>5,978,4</i> 81	5,959,912	5,870,947	(107,534)
00833 - Employee Services					
449155 - Personal Services-Deptl	2,705,124	4,995,961	5,121,862	4,983,356	(12,605)
00833 - Employee Services	2,705,124	4,995,961	5,121,862	4,983,356	(12,605)
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00854 - Hearings and Policy Developmen		000	200	000	
474100 - Miscellaneous Receipts	120	600	600	600	0
00854 - Hearings and Policy Developm	120	600	600	600	0
A28000 - Human Resources Department	8,326,921	11,151,042	11,082,374	10,854,903	(296,139)
Grand Total	8,326,921	11,151,042	11,082,374	10,854,903	(296,139)

Appropriation Organization	REDBOOK FY 2006 2007 FTE	DEPT REQUEST FY 2007 2008	MAYORS FY 2007 2008 FTE
Classification			
00105 - Administration			
280110 - Administration			
Human Resources Director	1	1	1
Deputy Director-Human Resource	1	1	1
General Mgr - Human Resources	1	1	1
Administrative Specialist I	1	0	0
Records Systems Specialist II	1	1	1
Executive Secretary III	1	1	1
Executive Secretary II	1	1	1
Data Proc Program Aid	1	1	1
Principal Clerk - Exempted	1	0	0
Manager II - Human Resources	0	1	1
Human Resource Specialist I	0	1	1
Human Resources Consultant II	0	1	1
Manager I - Human Resources	0	2	2
Total Administration	9	12	12
280153 - Records			
Records Systems Specialist II	1	1	1
Senior Personnel Records Clerk	3	3	3
Principal Clerk - Exempted	0	1	1
Total Records	4	5	5
280311 - Employee Development			
Manager II - Human Resources	0	1	1
Sr Stenographer - Exempted	0	1	1
Human Resource Specialist II	0	4	4
Total Employee Development	0	6	6
Total Administration			23
00106 - Personnel Selection	13	23	23
280400 - Employment Services			
Manager II - Human Resources	1	1	1
Manager I - Human Resources	2	0	0
Human Resource Specialist II	6	-	
numan Resource Specialist II	Ö	6	6

Appropriation Organization	REDBOOK FY 2006 2007 FTE	DEPT REQUEST FY 2007 2008	MAYORS FY 2007 2008 FTE
Classification	2007 FIE	F1 2007 2000	2006 F1E
00106 - Personnel Selection			
280400 - Employment Services			
Human Resource Specialist I	3	3	3
Principal Clerk - Exempted	1	1	1
Office Assistant III-Exempted	1	1	1
Office Assistant III	1	1	1
Office Assistant II - Exempted	1	1	1
Total Employment Services	16	14	14
Total Personnel Selection	16	14	14
00107 - Supportive Services			
280310 - Employee Development			
Manager II - Human Resources	1	0	0
Human Resource Specialist II	2	0	0
Human Resource Specialist I	1	0	0
Sr Stenographer - Exempted	1	0	0
Total Employee Development	5	0	0
<b>Total Supportive Services</b>	5	0	0
00108 - Labor Relations			
280510 - Economic Union Contract Provision			
Manager I - Labor Relations	1	1	1
Labor Relations Specialist I	3	3	0
Labor Relations Specialist II	0	0	3
<b>Total Economic Union Contract Provisions</b>	4	4	4
280520 - Benefits Administration			
Admin Asst GD II	1	1	1
Benefits Clerk	8	11	10
Records Systems Specialist II	0	0	3
Manager II - Benefits	0	1	0
Total Benefits Administration	9	13	14
280530 - LR Administration			
Labor Relations Director	1	1	1

Appropriation Organization	REDBOOK FY 2006 2007 FTE	DEPT REQUEST FY 2007 2008	MAYORS FY 2007 2008 FTE
Classification			
00108 - Labor Relations			
280530 - LR Administration			
General Manager-Labor Relation	1	1	1
Executive Secretary III	1	1	1
Office Management Asst-Exempte	1	1	1
Total LR Administration	4	4	4
280540 - Non Economic Union Contract Prov			
Manager II - Labor Relations	1	1	1
Manager I - Labor Relations	1	1	1
Labor Relations Specialist II	1	1	2
Labor Relations Specialist I	1	1	0
<b>Total Non Economic Union Contract Provisior</b>	4	4	4
Total Labor Relations	21	25	26
00833 - Employee Services			
280010 - Employee Services - Administration			
General Mgr - Human Resources	1	1	1
Manager I - Human Resources	1	0	0
Office Management Asst-Exempte	2	1	1
Total Employee Services - Administration	4	2	2
280011 - Employee Services - Water			
Manager II - Human Resources	1	1	1
Manager I - Human Resources	2	0	0
Human Resource Specialist II	3	1	1
Organizational Dev Specialist	1	1	1
Human Resources Consultant II	1	5	5
Human Resource Specialist I	2	1	1
Labor Relations Invest Clerk	1	1	1
Labor Relations Investigator	2	2	2
Principal Clerk	1	1	1
Benefits Clerk	1	1	1
Sr Stenographer - Exempted	1	1	1
Senior Clerk	2	2	2

Appropriation Organization Classification	REDBOOK FY 2006 2007 FTE	DEPT REQUEST FY 2007 2008	MAYORS FY 2007 2008 FTE
00833 - Employee Services			
280011 - Employee Services - Water			
Office Assistant III	2	2	2
Office Assistant II	2	2	2
Total Employee Services - Water	22	21	21
280020 - Employee Payroll			
Records Systems Specialist II	6	6	6
Sr Personnel and Payroll Clerk	34	37	36
Personnel and Payroll Clerk	14	10	10
Manager I - Human Resources	0	1	1
Total Employee Payroll	54	54	53
280021 - Emp. Srvcs. Cust./Comm Svcs			
Manager II - Human Resources	1	1	1
Manager I - Human Resources	1	0	0
Human Resources Consultant II	3	4	4
Sr Stenographer - Exempted	2	2	2
Total Emp. Srvcs. Cust./Comm Svcs	7	7	7
280022 - Emp Svcs Municipal Srvcs			
Manager II - Human Resources	2	1	1
Human Resources Consultant II	3	6	6
Sr Stenographer - Exempted	1	2	2
Stenographer	2	1	1
Office Assistant III	0	1	1
Office Management Asst-Exempte	0	1	1
Total Emp Svcs Municipal Srvcs	8	12	12
280023 - Emp Svcs - Administrative Svcs			
Manager I - Human Resources	2	0	0
Human Resources Consultant II	3	2	2
Sr Stenographer - Exempted	1	_ 1	_ 1
Office Assistant III	1	0	0
Manager II - Human Resources	0	1	1
Total Emp Svcs - Administrative Svcs	7	4	4

Appropriation Organization Classification	REDBOOK FY 2006 2007 FTE	DEPT REQUEST FY 2007 2008	MAYORS FY 2007 2008 FTE
	00833 - Employee Services		
280610 - Employee Services - Sewerage			
Human Resources Consultant II	1	2	2
Labor Relations Investigator	1	1	1
Labor Relations Invest Clerk	3	3	3
Office Assistant II	1	1	1
Total Employee Services - Sewerage	6	7	7
280690 - Employee Services - Department of			
Manager II - Human Resources	1	1	1
Manager I - Human Resources	2	0	0
Organizational Dev Specialist	1	1	1
Human Resources Consultant II	1	3	3
Records Systems Specialist II	1	1	1
Transportation Timekeeper	5	5	5
Labor Relations Investigator	1	1	1
Sr Stenographer - Exempted	1	1	1
Stenographer	1	1	1
Office Assistant II	1	1	1
Total Employee Services - Department of Tra	15	15	15
Total Employee Services	123	122	121
00854 - Hearings and Policy Development			
280551 - Non Union Hearings			
Human Resource Specialist I	1	1	1
Office Management Asst-Exempte	1	0	0
Human Resource Specialist II	0	1	1
Principal Clerk - Exempted	0	1	1
Total Non Union Hearings	2	3	3
Total Hearings and Policy Development	2	3	3
10549 - Apprentice Training Program			
280331 - Apprentice Training Program			
Cable Splicer Apprentice	5	5	5
Elect Worker Apprentice	14	14	14

Appropriation Organization	REDBOOK FY 2006 2007 FTE	DEPT REQUEST FY 2007 2008	MAYORS FY 2007 2008 FTE
Classification			
10549 - Apprentice Training Program			
280331 - Apprentice Training Program			
Line Worker Apprentice	6	6	6
Water Sys Cntrl Instr Tech App	13	13	13
Elect Substation Worker-Appren	3	3	3
Steamfitter Apprentice	2	2	2
Maint Millwright Apprentice	8	8	8
Plumber Apprentice	8	8	8
Water Plant Oper Apprentice	8	8	8
Elect Sys Ctrl Instr Tech-Appr	1	1	1
Carpenter Apprentice	1	1	1
Sheet Metal Apprentice	2	2	2
Finish Painter Apprentice	2	2	2
Machinist Apprentice	1	1	1
Sewage Plant Oper Apprentice	1	1	1
Street Light Maint Apprentice	5	5	5
Total Apprentice Training Program	80	80	80
280335 - Apprentice Administration			
Human Resource Specialist I	1	1	1
<b>Total Apprentice Administration</b>	1	1	1
Total Apprentice Training Program	81	81	81
Agency Total	<del></del>	268	268